



Contact Visitation – Phase 1

Friends and Family wishing to schedule for Contact Visitation must register and schedule at www.icsolutions.com

- Visits must be scheduled at least 24 hours prior and can be up to 4 weeks in advance.
- Visits will be cancelled if your visitor has not been approved yet, if you are in A-Block, on disciplinary sanctions, quarantined, or have a scheduled visit at the wrong time.
- Contact Visits are 1 hour long. Residents may have 1 Contact Visit per month.
- No minors will be allowed. 2 adult visitors maximum.
- Temperature check and medical questionnaire upon entrance. If one person in the group cannot pass the entrance check the entire cohort group will be turned away. If sick, please don't come!
- Vending machines will have beverages only. No sharing of drinks.
- No games will be available to play, but we will be able to take photos.
- Units will visit one unit at a time on a rotating schedule Monday thru Friday
- You must be fully dressed in scrubs with ID and a mask. No shorts, sweats, thermals, necklace, or watch. You will be required to switch out to orange crocs for the visit. You will not need your medical shoes as you will be sitting the entire time.
- At this time, we are unable to accommodate special extended visits regardless of the distance travelled. This will be available again starting in phase 3.
- Any violation of the visitation rules may result in the termination of your visit and/or suspension of your visitation privileges and the privileges of your visitor.
- All Visitors must bring Identification and arrive at least 15 minutes prior to the scheduled visitation time for check in. (Only allowed items: photo ID, vaccination card, vehicle keys, coin, or debit card for vending machines).
- Out of state visitors MUST provide proof of vaccination. This will not be necessary once we hit phase 2 of reopening (Aug 2 at the earliest)
- If both resident and visitor provide proof of vaccination at each visit, they can sit at a table with no plexiglass divider, hold hands and have a brief hug.
- Masks are still mandatory for both residents and visitors. No medical exceptions.
- **Any Visitor having an issue with Registration or Scheduling, can go to www.icsolutions.com and click on Visitation Support for instructions or call (888) 646-9437.**



Contact Visitation – Phase 2

Friends and Family wishing to schedule for Contact Visitation must register and schedule at www.icsolutions.com

- Visits must be scheduled at least 24 hours prior and can be up to 4 weeks in advance.
- Visits will be cancelled if your visitor has not been approved yet, if you are in A-Block, on disciplinary sanctions, quarantined, or have a scheduled visit at the wrong time.
- Contact Visits are 1½ hour long. Limited amount (TBD) of visits per month.
- Minors aged 12-18 years old are allowed. Three visitors maximum.
- Temperature check and medical questionnaire upon entrance.
- Vending machines will have food and beverage. No sharing of food or drink.
- Games that can be sanitized will be available for check-out from the trustee. Photos available.
- Units will visit one unit at a time on a rotating schedule Monday thru Friday
- You must be fully dressed in scrubs with ID and a mask. No shorts, sweats, thermals, necklace, or watch. You will be required to switch out to orange crocs for the visit. You will not need your medical shoes as you will be sitting the entire time.
- At this time, we are unable to accommodate special extended visits regardless of the distance travelled. This will be available again starting in phase 3.
- Any violation of the visitation rules may result in the termination of your visit and/or suspension of your visitation privileges and the privileges of your visitor.
- All Visitors must bring Identification and arrive at least 15 minutes prior to the scheduled visitation time for check in. (Only allowed items: photo ID, vaccination card, vehicle keys, coin, or debit card for vending machines).
- ~~Out of state visitors MUST provide proof of vaccination.~~
- If both resident and visitor provide proof of vaccination at each visit, they can sit at a table with no plexiglass divider, hold hands and have a brief hug.
- Masks wearing to be determined.
- **Any Visitor having an issue with Registration or Scheduling, can go to www.icsolutions.com and click on Visitation Support for instructions or call (888) 646-9437.**



Contact Visitation – Phase 3 “The New Normal”

Friends and Family wishing to schedule for Contact Visitation must register and schedule at www.icsolutions.com

- Visits must be scheduled at least 24 hours prior and can be up to 4 weeks in advance.
- Visits will be cancelled if your visitor has not been approved yet, if you are in A-Block, on disciplinary sanctions, quarantined, or have a scheduled visit at the wrong time.
- Contact Visits are 2 hours long. Limited amount (TBD) of visits per month.
- ~~Minors aged 12-18 years old are allowed.~~ No age restriction. 3 visitors maximum.
- Temperature check ~~and medical questionnaire~~ upon entrance.
- Vending machines will have food and beverage. ~~No sharing of food or drink.~~
- Toys & Games that can be sanitized will be available for check-out from the trustee.
- Units will visit one unit at a time on a rotating schedule Monday thru Friday
- You must be fully dressed in scrubs with ID and a mask. No shorts, sweats, thermals, necklace, or watch. You will be required to switch out to orange crocs for the visit. You will not need your medical shoes as you will be sitting the entire time.
- A limited amount of Extended visits will be available each day for those traveling extended distances (250+ miles)
- Any violation of the visitation rules may result in the termination of your visit and/or suspension of your visitation privileges and the privileges of your visitor.
- All Visitors must bring Identification and arrive at least 15 minutes prior to the scheduled visitation time for check in. (Allowed items: photo ID, ~~vaccination card~~, a small clear diaper bag, vehicle keys, and coin or debit card for vending machines).
- ~~If both resident and visitor provide proof of vaccination at each visit, they can sit at a table with no plexiglass divider, hold hands and have a brief hug.~~ No divider necessary, holding hands, hugs and brief closed mouth kiss allowed. Pushing the physical contact rules will result in a divider again.
- Masks are optional for both residents and visitors. ~~No medical exceptions.~~
- **Any Visitor having an issue with Registration or Scheduling, can go to www.icsolutions.com and click on Visitation Support for instructions or call (888) 646-9437.**